IOT Service Operations
SLA Compliance
Enterprise Level Agreements
For March 2006

Service Level Agreement	Target Performance	Current Performance	
	Help Desk		
Helpdesk Speed To Answer Calls	90% Calls Answered Under 60 Seconds	75%	
Helpdesk Call Abandonment Rate	Less then 2% Abondoned	7%	
Level 1 Resolution Rate	75% Of All Calls Resolved By Level 1	60.44%	
Helpdesk Staffing Level	100% Staffing By Schedule	100%	
Random User Sampling Survey	95% Of Satisfied Customers	95.61%	
	Server Administration		
General Server Availability	24x7 Availability (99.9 %)	99.89%	
Exchange Server Availability	24x7 Availability (99.9 %)	99.92%	
Citrix Server Availability	24x7 Availability (99.9 %)	100%	
Web Server Availability	24x7 Availability (99.9%)	99.73%	
Capacity/Performance Monitoring	Notification Under 1 Hour (98.0 %)	100%	
Capacity/Trend Analysis	Monthly Reporting (99.9%)	100%	
	Network Administration		
WAN Availability (Core Distribution)	24x7 Availability (99.9%)	99.97%	
Router Availability (FSSA/INDOT/BMV)	24x7 Availability (99.9%)	99.87%	
Capacity/Performance Monitoring	Notification Under 1 Hour (98.0 %)	100%	
Capacity/Trend Analysis	Monthly Reporting (99.9%)	100%	
Staffing	According To Schedule (99%)	100%	
	System Management		
New Network Account Requests	Creation Within 2 Business Days (99%)	82%	
Disable Network Account Requests	Disabled Within 4 Business hours (98%)	69.55%	
Network Rights Change Requests	Change Within 8 Business Hours (99%)	80%	
Emergency Disable Requests	Disabled Within 2 Business Hours (99%)		

In compliance
Within 3% compliance
Out of compliance
No data available this month

Run Date 4/4/2006

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Service Level Agreement	Target Performance	Current Performance	
Deployments			
Remote Server Installation	5 Business Days after Delivery (98%)		○
Local Server Installation	1 Business Day after Delivery (98%)		○
Remote Workstation Installation	5 Business Days after Delivery (98%)		○
Local Workstation Installation	1 Business Day after Delivery (98%)	100%	●
Remote Perhipheral / Software Installation	3 Business Days after Delivery (98%)		○
Local Perhipheral / Software Installation	1 Business Day after Delivery (98%)		○

● In compliance
● Within 3% compliance
● Out of compliance
○ No data available this month